

# Who we serve

**Our Admissions team and Psychiatrists work together to assess prospective clients to determine if they would benefit from HopeWay's services and treatment model. Because we are a voluntary program, we want every client to have a successful journey through his or her recovery.**

**We specialize in treating adults ages 18 and older with:**

- Depressive Disorders
- Bipolar Disorders
- Anxiety Disorders
- Schizophrenia Spectrum & Other Psychotic Disorders
- Sleep-Wake Disorders
- Trauma & Stress Disorders
- Substance Use Disorders with Co-Occurring Psychiatric Diagnoses
- Complex Co-Occurring Disorders

**Exclusionary Criteria**

Applicants seeking admission to HopeWay will not be admitted if any of the following are present:

- The need for acute inpatient psychiatric hospitalization
- Individual has a history of recent or ongoing violent behavior towards him/herself, others or property
- Individual is in need of a forensic treatment setting
- Individual has a history of sexually perpetrating others or is a registered sexual offender
- Individual has a primary substance use disorder
- Individuals needing services for developmental disabilities
- Medical condition that cannot be adequately treated in our setting



## **Admissions Process**

HopeWay welcomes referrals from self, families or loved ones, mental health organizations, providers and hospitals.

### **1. CALL US**

Please call our Admissions Department at 1-844-HOPEWAY. We will answer any questions you may have and provide a brief clinical screening to make sure we are a good fit for the prospective client.

### **2. COMPLETE PAPERWORK**

Complete our Insurance Verification Form. The form can be sent via email or can be found on the Admissions Page of our website. ([www.hopewayfoundation.org/Admissions](http://www.hopewayfoundation.org/Admissions))  
Once you complete the Insurance Verification Form, you can:  
Email it to [admissions@hopewayfoundation.org](mailto:admissions@hopewayfoundation.org) OR Fax to 980-859-2147.

### **3. FINANCIAL COUNSELING**

We will discuss insurance benefit information with the family/prospective client and work with them to explore payment options and a plan.

### **4. ADMISSIONS ASSESSMENT**

Assessments take place in person or on the phone and usually last about an hour.

### **5. PSYCHIATRIC EVALUATION**

Individual psychiatric consultation at HopeWay is with one of our board-certified psychiatrists when the client arrives.

1717 Sharon Road West, Charlotte, NC 28210  
1-(844)-HOPEWAY • [hopewayfoundation.org](http://hopewayfoundation.org)

**To make a referral, call 1-844-HOPEWAY**